

National Skills Registry

The IT software and services industry is one of India's outstanding successes. It is now India's top exporter, and provides direct employment to over 1.6 million people (and, indirectly, to 4 times that number). It has catalyzed the growth of commercial real estate, automobile, catering, hospitality and mortgage banking industries. It is contributing to better governance and efficiency, even as it has transformed the image of India abroad. The industry is making a significant positive impact on the Indian economy and the people of this country.

The NASSCOM-McKinsey report 2005 also indicates strong growth for the sector, and indicates that the IT-BPO exports are expected to reach US\$ 60 billion in 2010, from just over US\$ 17 billion in 2005-06.

Today, issues such as governance, physical security, business continuity, logical security, safeguarding IP, software change management and personnel security are becoming key for both customers and outsourcing service suppliers. These issues, if not properly handled, could derail the growth and hopes of the IT industry.

The Indian IT/BPO companies need to continuously raise the standards for the safety of the employees and the clients. These issues are being taken extremely seriously, not only by NASSCOM, but also the government, the legal authorities and the police.

In recognition of these, NASSCOM - working closely with industry colleagues - has taken a number of pro-active steps. NASSCOM has undertaken an initiative to create, operate and maintain a national database of employees working in IT/BPO industry in India, known as **National Skills Registry (NSR): A centralized database of all employees of the IT services and BPO companies in India.** This database contains third party verified personal, qualification and career information of IT professionals.

Security has always been a priority area for the Indian IT industry and this is a continuous effort to make India a secure outsourcing destination through various initiatives. The National Skills Registry is a **global first** of its kind and this central repository will contain personal, professional and educational information about employees of the IT and BPO industry. Independent verification of data and biometric identification will not only increase security for companies and customers, but will protect employees from criminal elements seeking to misuse their ID. This will be one more step towards sustaining India's competitive advantage in the global market.

Objective

The objective of NSR is to improve recruitment practices in IT and BPO industry, which will in turn help in maintaining India's global competitive advantage. It is an employee-friendly measure to minimize any misuse of employee identity. The prospective employers will be able to view the verified resume of the IT professional, if authorised by the professional.

Implementation of NSR

The NSR implementation agency is National Securities Depository Limited (NSDL), a decade old depository offering services to over seven million investors. NSDL Database Management Limited (NDML) - a subsidiary of NSDL is responsible for

creating, operating and maintaining this database of IT professionals. **The database will be voluntary in nature.**

Validation & Registration

The database for BPO employees will require authorisation by the candidate himself. IT/BPO aspirants and existing industry employees can go and register themselves either online (www.nationalskillsregistry.in) or through empanelled points of sales (PoS), and provide details like their name, educational qualification, professional qualification, previous employment information, photograph and fingerprint, on NSDL database. There is a validation history associated with each section that will reflect who was validated what when. This would be charged at Rs 300-500 per person. NSDL will also have an empanelled group of background checking agencies.

IT or BPO employees can approach any of these agencies and ask them to run verification checks, or the same can be done by their existing or prospective employers after an authorisation by the employee. Firms that use information from the registry are expected to contribute the results of their validation efforts back to the registry.

How NSR will help

- Risk of engaging any employee on the basis of fake/forged documents is minimized
- Benefit of background check done by any of the NASSCOM member companies will be available across the industry. This will reduce cost and time involved conducting background checks independently
- Will facilitate faster completion of HR processes that depend on background checks
- Data is 'owned by the employee', hence no risk of information being misused, customers can view information directly only on employee's consent.
- Pro-active step by Indian ITeS-BPO industry to ensure customer information is in safe and secure hands

Benefits to stakeholders

Employees

- Increasingly, the foreign clients, especially, government or public bodies, are insisting on background check of an individual before recruitment. The employee resume will be ready for showcasing to such clients and thus ensure better employment opportunity for them
- There are several undeserving candidates who fake their resume to grab employment opportunities. IT professionals can prevent such people from taking away an opportunity they deserve, by being a part of this database
- The employer will save time on background check since the employee background information is only a click away. This will result in faster completion of HR processes (formalities).
- As more and more IT professionals join the database, Industry may decide to recruit only such candidates that have registered in the database. If someone is already registered, he/she will be in a better position to avail of the new opportunities.

Employers

- Menace of bloated resume will be eliminated as pre-verified facts are available for cross-checking
- Risk of engaging any employee on the basis of fake/forged documents is minimized
- Benefit of back ground check done by any of the NASSCOM member companies will be available to all other members of the industry. This will save cost and time involved in having background check done
- Indian IT/BPO industry can confidently claim higher standards of recruitment practices in front of international customers, through NSR

Customers

- The customers can view employee information-his background, qualifications, etc. directly, depending on employee's consent
- Pro-active step by Indian IT/BPO industry to ensure customer information is in safe and secure hands

National Skills Registry is another milestone for the Indian IT/BPO industry. Together, we will leave no stone unturned and we aim to make India the "Fort Knox" of security, positioning ourselves as the gold standard for security as we are today for quality.

NSR Milestones

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| 1. MOU signed between NASSCOM & NDML | 18-Aug-05 |
| 2. NASSCOM & NDML conducts road-shows in Bangalore, Chennai, Delhi , Hyderabad & Mumbai to showcase National Skills Registry | Nov/Dec 05 |
| 3. Soft Launch of National Skills Registry (www.nationalskillsregistry.com) | 28-Dec-05 |
| 4. Satyam Computers, Mphasis, TCS, CMC, ICICI Onesource, GENPACT become first few subscribers to join NSR | Dec/Jan 06 |
| 5. Point of Service(POS) facilities started in Delhi, Bangalore and Mumbai | Jan 06 |
| 6. National Skills Registry was inaugurated by Hon'ble Minister for Communications and Information Technology Mr. Dayanidhi Maran | 18-Jan-06 |
| 7. Number of IT professionals registered on the NSR as of August 2007 is 1,25,000 | August 2007 |

NSR System is ISO27001 certified

List of companies who have joined NSR – as of July 2007

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| 1. 24/7 Customer | 3. Aviva |
| 2. Accenture | 4. AXA |

5. Citigroup
6. CMC
7. Cognizant
8. Customer Op.Serv
9. DELL
10. Deutsche
11. FirstSource
12. Franklin Templ
13. Fusion
14. GENPACT
15. HCL - BPO
16. HP
17. i - flex
18. IBM Daksh
19. Inautix
20. Infosys
21. iSoftTech
22. Intelenet
23. JP Morgan
24. KPIT Cummins
25. MindTree
26. Mphasis
27. NeST
28. NIIT
29. Perot
30. PHILIPS
31. Quattro BPO
32. Sasken
33. Satyam
34. Scope
35. Syntel
36. TCS
37. Tech Mahindra
38. Wipro
39. Wipro BPO
40. WNS
41. Xchanging
42. Zensar
43. Zenta

* Updated August 2007

